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Reservation Supervisor Jobs In Dubai | Rayna Tours

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Location: Dubai

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Reservation Supervisor Jobs In Dubai | Rayna Tours

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We are a Tourism Company seeking a dedicated and detail-oriented Reservation Supervisor to join our team. This role is responsible for managing reservations and ensuring exceptional customer service for guests, companies, and travel agents who contact us through various channels. It requires excellent communication skills, attention to detail, and a customer-centric approach to ensure travelers have a seamless and enjoyable experience.

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Responsibilities:

To coordinating and supervising the reservation team, ensuring efficient booking processes, and maintaining excellent customer service standards.

Responsible for monitoring reservation systems, handling customer inquiries and concerns, and resolving issues promptly. Additionally, you will collaborate with other departments to optimize inventory and contribute to revenue management strategies.

The Reservation Supervisor is expected to lead by example, providing guidance to team members, and maintaining a positive and collaborative work environment. Strong communication skills, attention to detail, and a customer-centric approach are essential for success in this role.

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Requirements:

High school diploma or equivalent (Bachelor's degree in tourism or related field is a plus).

Strong communication and interpersonal skills.

Excellent organizational skills and attention to detail.

Proficiency in reservation management software and computer systems.

Knowledge of geography and popular tourist destinations.

Ability to handle stressful situations with composure.

Multilingual abilities may be advantageous in serving diverse customers.

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